**Governor Mike Pence**
**Chief Information Officer Dewand Neely**

# IOT Services Catalog
# Fiscal Year 2017

## Purpose

This document provides Indiana Office of Technology's (IOT) customers a central place to find information about its 81 provided services.

## Contents

The information in this document pertains to: periodic audits to validate IOT's services are provided at competitive rates, how this document and IOT's services are maintained; IOT's 12 service areas, and data associated with each service area (options, rates, description, customer responsibilities, service manager, outage impact, restore priority, metrics, key measurements, reports, dependencies and references).

The document also contains information on how to: request a service, request help if you have an issue with a service, monitor the progress of your requests, resolve billing issues and how to terminate a service.

# Welcome from the CIO

Welcome to IOT. The mission of the Indiana Office of Technology is to provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation.

In order to best achieve this mission, I have set some clear goals for IOT moving forward.

### Security

The State has heavily invested in security, with the goal is to ensure that we implement and leverage to the fullest, each and every technology that we have brought in.

The State of Indiana's agencies and citizens are entrusting IOT with extremely important systems and information, and it is our duty to protect it all. Although we can never be 100% safe, the goal is to do all that we can to, at minimum, be able to detect and mitigate issues in very quick and timely manner.

### Better Relationships/Partnerships with State Agencies

It is IOT's responsibility to ensure that we are not only providing services to our agencies, but that we are also providing value. I want to reintroduce programs that help to facilitate better communication and collaboration amongst IOT and the agencies. IOT should be seen as a partner with transparent relationships with the agencies so that projects and plans are not hindered by lack of communication, foresight and negligence due to disparate work.

### Empower the State Workers and Constituents

The typical worker for State government is changing. They are becoming savvier and want to work smarter. Workers are becoming more familiar and efficient with other devices than just the typical PC on a desk. Mobile and Cloud are two high level concepts that can go a long way to increase productivity for the typical worker. I want to begin strategic initiatives to investigate Cloud "Smart" opportunities and a Mobile First concept. IOT needs to be helping and working to ensure that new development of LOB applications have a mobile aspect without limits on functionality.

### Project Prioritization/ Resource Allocation

IOT will begin to capture, rank and report all projects, including from agencies, and the resources associated with those projects. The goal of this undertaking will be to accomplish two things. The first will be to establish clear priorities with regards to projects. By having complete visibility and ranking of all projects for both the IOT and the agencies, we can make better informed decisions on which projects to focus on first based upon important factors such as risk, value and roadmap dependencies.

The second goal would be to more effectively manage our time and resources. The majority of our staff, if not all, is stretched very thin and usually across multiple projects. Not to mention the day to day work that we are tasked with. Capturing projects will help to better align and match our available resources so that adequate focus and attention can be applied to each, ensuring they are completed more efficiently and timely.

IOT focusing on these core areas will create even more value for the State of Indiana and its citizens. I also believe that it will allow us to provide best in class services with unmatched efficiency that includes private organizations.

Dewand Neely, CIO

# Table of Contents

# Quality at Competitive Rates

Approximately every two years the IOT hires a third-party to evaluate its services and rates. The goal is to provide IOT with a comparison to other state IT organizations and private sector businesses. Since 2006, IOT has undertaken three evaluations, with the fourth being completed in the second quarter of 2016. To date, the results have proven favorable for IOT. After each report, areas where improvements are recommended are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible.

# Services Catalog Maintenance

This catalog is maintained by the IOT Deputy CAO of Service Management. It will be updated as new services are added, updated or removed, and annually in late April. IOT Service Managers are responsible for creating and managing the annual budget for their service area and thus determining the rate for their services. Rates are determined and posted annually in late April, and are typically unchanged for the entire fiscal year.

# List of IOT Service Areas

Services are organized into 12 easily identified topics (Service Areas), with individual services under each.

1. Application Development Services
2. Business Applications
3. Collaboration Services
4. Communications Services
5. Database Services
6. Desktop Services
7. Hosting Services
8. IN.Gov Services
9. Mainframe Services
10. Project Success Center
11. Security Services
12. Storage Services

# Services & Rates Table

A complete **Services & Rates Table** can be found along with this document at IOT Services & Rates Table.

# Service Area Contents

The service areas are laid out as follows, to clearly detail what is included in each area.

1. Services — List of services provided.
2. Options/Rates — List of service options, rates and unit of measure.
3. Description — Detailed description of each service.
4. Cust Resp — List of items the customer is responsible for doing/providing.
5. Manager — IOT Manager(s) responsible for the service, annual budget and rates.
6. Impact/Priority — Impact to business if service is interrupted, and priority to restart service.
7. Metrics — Data defining the service level (availability, response time, etc.).
8. Measurement — Annual amount of service provided and growth rate for the service.
9. Reports — List of reports used to show service usage.
10. Dependencies — List of other IOT services that may be required/useful for the customer to make full use of the service requested.
11. Ref Customer Agency — List of "reference" agencies and a contact that uses the service.
New customers may contact these references to discuss the service.

# Requesting Services

IOT provides the following methods for our customers to obtain services:

1. **IOT HelpDesk**                  Contact the HelpDesk at 317-234-HELP (4357)  or  1-800-382-1095
2. **HelpDesk Assistant (HDA)**       Use the icon on your desktop to create a ticket for the IOT HelpDesk.
3. **forms.iot.in.gov**               Some services can be ordered on-line (the list is growing):

    Database Request, Server Build Request, Server Decommission Request, SAN Request, DNS Request, Firewall, Protected Data Firewall, Port Activation Request, Change Control, User Request (new and delete), VPN Request, Equipment Job Order, Project Proposal, Software License Request.
4. **webmasters.in.gov**            Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training in all aforementioned areas.

# Issue Resolution

IOT provides the following methods for our customers to obtain issue resolution:

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357)  or  1-800-382-1095
2. **HelpDesk Assistant (HDA)** – Use the icon on your desktop to create a ticket for the IOT HelpDesk.

# Issue Monitoring

Customers can view progress on tickets submitted by them by using HelpDesk Assistant (**HDA**) and selecting "View your existing tickets" in the lower left corner of the window.  This only works while connected to the state network.

Or you can visit this website: http://vsm.iot.in.gov/VSM/ServiceManager.aspx?LITE

# Billing Issues

If you have questions about your monthly IOT Services bill, or require changes because you no longer need the service, please submit a ticket ASAP to get the issue resolved. For IOT billing policy information please visit: http://www.in.gov/iot/IOT_Billing.htm.

If you have a Pinnacle account you can view your bill https://myoracle.in.gov/pls/pinnacle/f?p=1003:HOME.

# Maintenance Windows

IOT's standard maintenance window for changes to servers and the network is Sunday mornings from 6am-10am.  Changes that affect workstations are done over the weekend as well, however they are usually started on Friday nights because of the number of workstations that a change may affect.  The interval for submitting a change request is 2 weeks.  If a change has to be submitted during this process that was not originally on the two week schedule an Emergency Change Request procedure is followed.

# IOT Service Level Agreement

Described here is just one section of the IOT Service Level Agreement (SLA). It covers the ticketing system (vFire). Visit http://www.in.gov/iot/2405.htm for the complete IOT SLA and past monthly performance reports.

Unless otherwise stated in specific sections in the IOT SLA, IOT services are provided & supported:

6am - 6pm Monday - Friday except on state holidays

Customer "Tickets" have an assigned "Target Resolution Time." These times are associated with the following high level categories:

| Target Resolution Time (IOT Business Hours) | Major "Issue Category" | # Calls Received in 2015 |
|---|---|---|
| 8 Hrs | Account Management | 112,000 |
| 4 Hrs | Disable Accounts | 12,608 |
| 2 Days | New Accounts | 13,770 |
| 16 Hrs | Applications | 59,000 |
| 32 Hrs | Data Management | 6,000 |
| 32 Hrs | Database | 3,000 |
| 40 Hrs | Hardware | 29,000 |
| 40 Hrs | Network | 4,000 |
| 24 Hrs | Operating System | 3,000 |
| 16 Hrs | Telecommunications | 14,000 |
| 16 Hrs | Unified Communication | 6,000 |

Each Service Area in this document contains a "Metrics" section. Below is one example:

**Metrics**    Resolution of tickets within 32 IOT business hours          90%+ G; 87%+ Y; <87% R

The "code" at the end of the line indicates the service level target for the specified metric.

In this example:
90% or more of the tickets must be resolved within 32 IOT business hours to achieve a **Green** score (success).
87% or more of the tickets must be resolved within 32 IOT business hours to achieve a **Yellow** score (warning).
If fewer than 87% of the tickets are resolved within 32 IOT business hours a **Red** score results (failure).

IOT's goal is to achieve **Green** for all of its metrics on a monthly basis.  In 2015 IOT managed 236,000 total calls, resulting in 138,528 "tickets" across 34 of our services, meeting SLA 94.5% of the time.

# IOT Service Codes

Below is a list of the current 81 IOT services, showing Service Codes and Service Names. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Service Code** to go directly to the Service Area for a detailed service description. IOT provides a separate **Rate Sheet** including rates for two years for all of its services.

| Service Code | Service Name | Service Code | Service Name |
|---|---|---|---|
| 1001 | Seat Charge | 1155 | Network Access Services |
| 1001a | PC Refresh Accessories | 1157 | Seat Charge - Non-Network Plus |
| 1001u | PC Refresh Upgrades | 1158 | Instant Messaging |
| 1014 | Email | 1161 | Contact Center |
| 1020 | Remote Access (Citrix) | 1162 | IP Phone |
| 1023 | SFTP Services | 1169 | Video Bridging |
| 1025 | Sharepoint on Premium Server | 1170 | Application Development - Standard |
| 1031 | ACD - Enhanced Perimeter Agent | 1170m | App Development Maintenance |
| 1035 | Directory Assistance | 1170s | Application Development - Senior |
| 1037 | Contracted Long Dist - Switched | 1173 | WebEx |
| 1038 | 800 # Service  - Switched | 1174 | Shared CRM |
| 1039 | 800 # Service  - Dedicated | 1175 | Security - Baseline |
| 1040 | Calling Card | 1176 | UCCx Call Center |
| 1041 | Pagers | 1177a | Shared SAN Storage |
| 1043 | Telephone - Centrex | 1177b | Archive Storage |
| 1044 | Telephone - Remote | 1177c | Email Overage |
| 1049 | Database Maintenance Services | 1177d | Archive Email Overage |
| 1050 | Physical Server Hosting | 1177e | Oracle UCM |
| 1052 | Virtual Server Hosting - Base | 1177f | VM Server Additional Storage |
| 1052a | Virtual Server  (extra CPU) | 1178 | Acrobat Pro |
| 1052b | Virtual Server  (extra GB RAM) | 1177f | VM Server Additional Storage |
| 1066 | Jobs Production | 1178 | Adobe Acrobat Pro Subscription |
| 1092 | Disk Megabytes Allocated | 1178c | Adobe CC Enterprise (Team) |
| 1094 | Tape Access | 1178d | Adobe InDesign CC |
| 1107 | Long Distance - Dedicated | 1178i | Adobe Illustrator |
| 1108 | Non-Contracted Long Distance | 1178p | Adobe Photoshop |
| 1112 | Data Circuits - Off Network | 1178pp | Adobe Premier Pro |
| 1114 | Database Hosting | 1178s | Adobe Stock |
| 1114a | Database Size Overage 1GB+ | 1180 | Security - Confidential |
| 1114b | Exadata Hosting | 1182a | Project Success Center - Senior |
| 1117 | Cellular Phone Service | 1182b | Project Success Center - Standard |
| 1121 | GMIS HR & Financials/Hyperion | 1183 | Interactive Intelligence (ININ) |
| 1126 | TSO/DSO & OCRs | 1186 | Sol VaaS |
| 1131 | IN.Gov | 1187 | Data Circuits - On Network |
| 1136 | Seat Charge - Non-Network | 1188 | Telecom Management Services |
| 1137p | Disaster Recovery - Physical Server | 5000 | Mainframe Transactions |
| 1137v | Disaster Recovery - Virtual Server | 1190 | Sharepoint Online |
| 1141 | WAN Management Services | 1190a | Sharepoint Online – Plan II |
| 1153d | ArcGIS Desktop | 1191 | Oracle Application Hosting |
| 1153o | ArcGIS Online | 1192 | IIS Web Hosting |
|  |  | 1193 | CRM Online |

# Application Development Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1170 | Application Development – Standard Level | Hourly | $85.00 |
| 1170s | Application Development – Senior Level | Hourly | $95.00 |
| 1170m | Application Software Maintenance | Based on quote | N/A |

**Description**

| | | |
|---|---|---|
| **1170** | **- Developer Standard** | Beginner to Intermediate software developers and graphics designers. |
| **1170s** | **- Developer Senior** | Sr. Developers and Business Analysts have more experience and can generate code faster with less refactoring. |

Applications developed using this service are typically less than $250,000 and shorter than nine-month efforts. IN.Gov is typically responsible for larger efforts.

Custom Development offerings include a business analyst to assess your needs and document the project, a developer assigned to your project, and a designer to create the needed graphics and user interface.

Native mobile application development is primarily for iOS and Android. The capability to publish to the Apple and Google app stores for public facing apps is available as are internal apps specifically for your mobile workforce. In-house apps can be securely delivered to mobile devices wirelessly.

Web and native applications are written in the .NET framework. Existing data can be accessed or a new database can be created. Contact the service manager to schedule time to discuss your project and get a quote.

**1170m  - Application Maintenance**      Covers bug fixes and minor tweaks to the code. Billed as a monthly amount agreed upon in a signed SOF (Service Order Form) between IOT and the agency.

| | |
|---|---|
| **Cust Resp** | Attend all required sprint meetings, work with Business Analyst to help gather requirements, perform homework as assigned, participate in Quality Assurance and User Acceptance Testing. |
| **Impact/Priority** | **Impact** – High, <u>Medium</u>, Low        **Priority –** High, Medium, <u>Low</u> |
| **Metrics** | A Project Charter is developed between IOT and the customer for each new application The Charter will include a schedule for development, testing, and production implementation. |
| **Measurement** | 348 vFire tickets with an SLA resolved in 2015, 80% within SLA. 30 applications in use by 10 agencies. 18 applications under development. |
| **Reports** | The Project Charter will include a schedule for periodic progress reports for the customer Once the application is in production, monthly usage reports by agency will be posted. |
| **Dependencies** | Hosting Services, Database Services |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| DOE | Natan Williamson | STAD | David Steward |
| ISDH | Chris Mickens | DHS | John Erickson / Chuck Emsweller |

# Business Application Services

**This section contains information for the following services:**
- CRM
- Sharepoint
- Oracle UCM
- GIS
- GMIS

## 1. CRM, Sharepoint, Oracle UCM

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|-----------|-------------------|------|------|
| 1174 | Shared CRM | Monthly per Instance | $1,549.79 |
| 1193 | CRM Online | Monthly per Named User | Pass Through |
| 1025 | Sharepoint on Premium Server | Monthly per Website and Application. | $1,297.17 |
| 1177e | Oracle Content Management Hosting | Monthly per GB | $1.16 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1174 - Shared CRM:** Customer relationship management software that utilizes an extended relationship management (XRM) platform with the goal of improving business relationships with real-time information and collaboration. Dynamic CRM allows users to manage and analyze customer interactions and data throughout the customer lifecycle. This solution provides built-in security, complex workflows, sophisticated reporting, and ease of integration with other systems. Solutions built on CRM can be accessed internally or directly from the Internet using any current browser including mobile devices. Use cases examples are case management, citizen engagement portals and field service contact management.

Also included is one dedicated organization with email integration. One organization can host a single agency with multiple use cases. Integrated document management requires a hosted SharePoint site at an additional fee. One database is required per organization, and it is charged according to database hosting fees. Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs.

**1193 - CRM Online:** Customer relationship management software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud. Dynamic CRM Online is licensed per user, per year. License that are purchased will be passed through to the customer by IOT. Customer is responsible for integration and installation of solution.

**1025 - Sharepoint on Premium Server:** Provides a workspace for collaboration using SharePoint On Premise which is hosted in the Office of Technology's datacenter which allows for a secure method of sharing files and content. Sites hosted SharePoint On premise are currently on SharePoint 2010. Hosting includes QA and Dev sites.

Includes a single production site hosted on redundant servers, a development/QA environment hosted on redundant servers or in a virtual environment, and disaster recovery services for Production only. Exclusive of the Shared Web Hosting rate is a fee based upon the size of the content for the site. This fee is measured per GB and will be charged at the 1177A service rate. Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs.

**1177e - Oracle Content Management Hosting (UCM):** Based upon the Oracle WebCenter Content (WCC) 11g software release, is priced per GB of content, and includes basic electronic content services, Document Capture, document retention capabilities and workflow process engine services. Disaster recovery is included, and IOT is responsible for the Oracle software licenses (covering the components listed) that are required to host this service. Other software components required for unique agency system requirements, and associated software licenses are the responsibility of the applicable agency.

**Cust Resp**   A computer with network access.

**Impact/Priority**  **Impact** – <u>High</u>, Medium, Low  **Priority –** <u>High</u>, Medium, Low

**Metrics**   Resolution of tickets within 16 IOT business hours  90%+ G; 87%+ Y; <87% R

**Measurement**  11,074 vFire tickets with an SLA resolved in 2015. 94% within SLA.

**Reports**   Monthly IOT SLA Report

**Dependencies**  Hosting Services, Storage Services

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| IEDC (CRM) | Melodie Donavan | *blank* | *blank* |

## 2. GIS *(Geographic Information Systems)*

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|-----------|-------------------|------|------|
| 1153d | ArcGIS for Desktop | Per Year per User | $325 |
| 1153o | ArcGIS Online | Per Year per User | $175 |
| | End-User Training | Pass Through | |

**Description**

In order to recover costs for managing the provision and operation of GIS server and desktop software, these two services have been added to the IOT Services Catalog. **BOTH** services include: ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.

**1153d – ArcGIS for Desktop**
Provides one installation of ArcGIS for Desktop software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst, and ArcGIS Workflow Manager. Also includes product support.

**1153o – ArcGIS Online**
Provides one named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization, access to the credits associated with that ArcGIS Online Organization, and product support.

**General**

GIS is a technology and a practice that connects computer-based maps and databases so that "where" questions can be answered to inform public policy and action. For example, GIS helps state agencies better understand:

- Where are the best sites in Indiana to accommodate a specific industrial plant?
- Where should disaster response resources be deployed to be most effective?
- Where should "quarantine" zones be established to protect healthy livestock from diseased animals?
- Where has Emerald Ash Borer activity been observed?

GIS efforts within Indiana state agencies are governed by IC 4-23-7.3, Indiana GIS Mapping Standards, which created an Indiana Geographic Information Office (GIO) and assigned specific responsibilities to that office. Per statute, the GIO will "function as the chief officer for GIS matters for state agencies." This function has evolved to include managing the provision and operation of GIS server and desktop software for all state agencies.

| | |
|---|---|
| **Cust Resp** | A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found at https://myshare.in.gov/gis/ |
| **Impact/Priority** | **Impact** – <u>High</u>, Medium, Low    **Priority –** <u>High</u>, Medium, Low |
| **Tools** | vFire      Ticket Management and SLA Measurement<br>Open-LM  License Usage |
| **Metrics** | Resolution of tickets within 16 IOT business hours    90%+ G; 87%+ Y; <87% R. |
| **Measurement** | 183 vFire tickets with an SLA resolved in 2015. 95% within SLA.<br>3,500 users for GIS Desktop and growing. |
| **Reports** | Open-LM for License Usage |
| **Dependencies** | Available upon request: End User Training – Pass Through (cost cover books and instructor) |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|--------|---------|--------|---------|
| INDOT | Joel Bump | IDEM | E. J. McNaughton |
| DNR | Mike Martin | ISDH | Chris Waldron |

# 3. **GMIS** (Government Management Information Services)

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1121 | GMIS HRMS Services | Monthly per Headcount | AOS Allocation |
| 1121 | GMIS Financial Services (incl. Hyperion Basic) | Monthly per Transaction | AOS Allocation |
| TBD | GMIS Consulting Services | Hourly | $135 and Up |

This is the state's ERP system. The Auditor of State (AOS) allocation for HR and Financial Services are determined at the beginning of the fiscal year for the entire year: Major changes in cost/allocation from year to year are discussed at the annual AOS/SBA Town Hall. The allocation is calculated as follows:

**HR:** Agency percentage of total cost = agency percentage of state employees.

**Finance**: Agency percentage of subset of transactions over past 12 month period from the following modules: General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management, Order Management, Billing Receivables, Assets and Travel Expense.

**Description**

**General:** These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

**Sponsors:** The key agencies that provide direction/support are: AOS, IDOA, SBA, SBoA, SPD, IOT, TOS

**1121 - GMIS Human Resources Mgt Services**: This service, provided by SPD, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR "Core" modules (the modules that are sponsored by the SPD and that are in use by a majority of the state agencies). The 40% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.

Currently supported "Core" modules include
Benefits Administration          Enterprise Learning Management
Recruiting Solutions             Strategic Hiring Management Workforce Administration

**1121 - GMIS Financial Services**: This service, provided by IOT, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the AOS and SBA and are mandatory for all state agencies. The 60% of the GMIS budget used to support these services is allocated to 80 agencies based on # transactions for previous 12 months.

Currently supported "Core" modules include

| | | | |
|---|---|---|---|
| Accounts Payable | Asset Mgt | ePro / Purchasing | General Ledger / Commitment Control |
| P-Card | Project Costing | ROC / AR | Supplier Contracts Management |

Currently supported "Non-Core" modules include

| | | | |
|---|---|---|---|
| Accounts Receivable | Billing | Reports & Queries | Travel and Expenses |
| Time and Labor Workflow | | | |

Currently used "Non-Core" modules include

| | | | |
|---|---|---|---|
| Cost Accounting | Customer Contracts | Grants Management | INDOT Budget |
| Inventory | Purchasing Contracts/Strategic Sourcing | | |

**Training:** Standard training classes are offered on a monthly or bi-monthly basis subject to demand. Over-the-shoulder/small-group training may be performed on a limited basis and is typically associated with new functionality roll-outs or mandatory business process changes.

**Requests:** All support requests are submitted via Customer Service tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from AOS, SBA, SBOA and TOS. GMIS receives 1,000 financials-related tickets / month, while achieving 85% resolution within 24-business hours.

**GMIS Consulting Services**: This service is provided as an option for our customers to perform PeopleSoft-related work outside the scope of our Standard Services. External consulting services will likely be involved, and managed by GMIS. This service includes, but is not limited to:

- Implementation of Non-Core modules
- Non-Standard Rollouts (must have prior approval of SBA/IOT)
- Additional or extended requests for over-the-shoulder or small-group training
- Elevated priority requests requiring substantial resources
- Project Oversight services to coordinate and review enforcement of State standards for agencies choosing to contract work with independent consultants.

**Cust Resp**

- Desktop with internet connection with an IOT/GMIS PeopleSoft supported browser for PeopleSoft access.
- Comply with State Business Process Owners' staffing, training, and business process requirements.
- Utilize the GMIS issue page or vFire system to submit system questions and problems on a timely basis.
- Perform Quality Assurance/User Acceptance testing as required on all Agency-specific system configurations.
- Utilize the Enterprise Steering Committee to receive, analyze, and promote business requirements and customization for the PeopleSoft ERP.
- Timely manage PeopleSoft User accounts and notify PS Security when employee's need access or access should be revoked due to employee status changes (promotions, transfers, terminations, etc..)
- Engage the ESC and GMIS team early in project planning for agency specific operations that require interaction with the state's ERP system (PeopleSoft).
- Share third-party vendor costs for projects that are initiated by agency customers.

| | |
|---|---|
| **Impact/Priority** | **Impact** – High, Medium, Low          **Priority –** High, Medium, Low |
| **Metrics** | Resolution of tickets within 24 IOT business Hours    80%+ G; 70%+ Y; <70% R |
| **Measurement** | 17,996 vFire tickets with an SLA resolved in 2015. 96% within SLA.<br>90 training classes offered with 500 trainees annually.<br>Processed 9,600,000 payable lines worth $21,908,971,079 in 2015.<br>Processed 1,326,299 vouchers worth $1,150,000,000 in 2015.<br>Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year. |
| **Reports** | **"**Dashboard" for year-end financial management<br>Monthly IOT SLA Report |
| **Dependencies** | None |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| SPD | Denny Darrow | Treasurer's Office | Kim Logan |
| AOS | Brent Plunkett (HR) | SBO | Christina Miller |

# Collaboration Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|-----------|-------------------|------|------|
| 1014 | Email | Monthly per Named User | $4.18 |
| 1177c | Email Overage | Monthly per GB over 400 MB | $1.16 |
| 1177d | Archive Email Enterprise Vault | Monthly per GB over 4 GB | $1.16 |
| 1169 | Video Bridging | Monthly per Account | $60.08 |
| 1173 | WebEx | Monthly per Account | $35.60 |
| 1023 | SFTP Services | Monthly per Named User | $20.28 |
| 1158 | Instant Messaging (IM) | Monthly per Named User | $1.82 |
| 1190 | Sharepoint Online | Monthly per Named User | $4.75 |
| 1190a | Sharepoint Online – Plan II | Monthly per Named User | $7.83 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

IOT offers SharePoint, SharePoint Online, Microsoft IIS, and Java Application Server web hosting services, hosted both externally on a network Demilitarized Zone (DMZ or Extranet) and on the internal State network (Intranet). Intranet web hosting sites allow only users on the state's private network to access the site's content. Extranet web hosting sites allow both external users (constituents, vendors, etc.) and internal customers to access the site's content. See Appendix A for details on file retention and recovery.

**1014 - Email:** This is for customers without SEAT.  IOT offers an enterprise level mail solution designed for high availability and performance using Microsoft Exchange. This mail solution includes a spam filtering (Sophos PureMessage), email encryption (DataMotion), email security (McAfee MSME), Data Loss Prevention appliance (McAfee), advanced malware detection (FireEye) and email archiving solution (Veritas Enterprise Vault). This service includes 400MB of email storage and 4GB of email storage for archive per SEAT.

**1177c - Email Overage:** Provides a per Gigabyte (GB) offering intended to house additional email data above and beyond the quota (400 MB) included in SEAT. Included is replication of the overage data to the DR data center.

**1177d - Archive Email Enterprise Vault:** Provides a per Gigabyte (GB) offering intended to house additional archive email in the IOT Enterprise Vault system above and beyond the quota (4 GB) included in SEAT. Included is replication of the overage data to the Disaster Recovery data center.

IOT is currently transitioning email service to Exchange Online, which is a hosted messaging application that provides organizations with access to the full feature versions of Exchange Server.  It includes access to email, calendars, contacts and tasks for any endpoint device.  Supporting Exchange Server can be challenging and time consuming for IT organizations to support.  By having Microsoft host Exchange Online for IOT, the issues with application licensing, deployment, hardware costs, hardware troubleshooting and maintenance support will be eliminated.  Since physical servers are not required for support, this dramatically reduces the capital expense for ongoing support for on-premise email services and frees up IT resources to work on more high level IT related projects.

Advantages Include:
- Larger Mailboxes for our customers – 50GB mailboxes and unlimited archiving.
- Unlimited Archive Mailbox.
- Due to the large size of mailboxes and unlimited archive, there will no longer be overage charges for mailboxes.
- The state will see a reduced cost in hardware/software costs associated with supporting exchange on premise.
- Increased security – IOT will be able to meet government regulations without rebuilds of the entire email system.
- Financially backed SLA of 99.9%.
- Exchange administrators will no longer need to concern themselves about supporting hardware and troubleshooting hardware issues related to exchange.
- Patching occurs automatically.  Security patches happen in real-time, with no down time of exchange.
- New features for exchange become available immediately.

- Removing the responsibility of hardware, upgrades and patching of exchange, will allow our Exchange administrators to devote more time to higher level projects.

**1169 - Video Bridging:** A shared video bridge solution managed by IOT. This service enables users of video bridge conference systems to connect with other video bridge endpoints via the Intranet and Internet. Rate includes video bridge servers, application software and maintenance. Customer is responsible for purchase of video conference unit (VTC), large display, network connectivity, conference phone (if required), laptop (if required), video bridge license, and maintenance of customer owned VTC; IP voice infrastructure may be required for some implementations.

**1173 - WebEX:** Web Collaboration Services via WebEx. WebEx enables virtually hosted business meetings via the Internet using a browser. WebEx offers two options; Option 1 supports a maximum of 25 participants; Option 2 supports up to 200 participants. This service is priced per user per month. The service requires a Reservationless Conference Bridge service that can be set up at the same time as the WebEx service. The price does not include Reservationless Conference Bridge long distance charges incurred during WebEx meetings. Rate includes service, maintenance and license. Customer is responsible for purchase of laptop and toll free long distance costs of participants for audio conference bridge

**1023 - SFTP:** Application for a secure connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote "non-trusted non-state" SFTP server to a local SFTP server on the state private network. Firewall rules may require modifications. Customer is responsible for adhering to storage limits.

**1158 - IM:** Application (Lync) to allow agency staff to communicate interactively via online chat software.

**1190 - SharePoint Online:** Provides agencies with a workspace for collaboration using SharePoint Online (SPO) which is a cloud-based service hosted in the Microsoft Government cloud which allows for a secure method of sharing files and content. IOT administers the SPO infrastructure and agencies manage their own content. SPO is a subscription based service and agency is responsible for monthly fee. Agencies can choose between Plan 1 licenses which provide standard features or Plan 2 which has some additional features and functionality.

**1190a - SharePoint Online Plan II:** A workspace for sharing content and collaboration using SharePoint Online (SPO) hosted in Microsoft's Government datacenter. Building upon the existing SharePoint Online features Plan II had added benefits such as Enterprise Search, Excel/Visio/InfoPath form services, E-Discovery/Compliance and Business Connectivity Services.

| | |
|---|---|
| **Cust Resp** | A computer with network access. |
| | SFTP:       A secure SFTP client |
| | Instant Msg:   Lync client and user must be on the state network |
| | |
| **Impact/Priority** | **Impact** – High, Medium, Low        **Priority –** High, Medium, Low |
| | |
| **Metrics** | Resolution of tickets within 40 IOT business hours        90%+ G; 87%+ Y; <87% R |
| | |
| **Measurement** | 12,007 vFire tickets with an SLA resolved in 2015. 91% within SLA. |
| | 1177c    Email Overage – 4,000 GB (2% growth / year) |
| | 1177d    Archive Email Overage – 19,000 GB (20% growth / year) |
| | 1120/23  4 SFTP Servers |
| | 10 SFTP users, 190 WebEx, 4,000 IM users - not much annual change |
| | |
| **Reports** | Monthly IOT SLA Report |
| | |
| **Dependencies** | Hosting Services, Storage Services |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| ISDH (SFTP) | Greg Lemon | IOT (Lync) | Ruth McIntosh |

# Communications Services

**This section contains information for the following types of services:**
- Mobile Services
- Network Services
- Telecommunications

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| **Mobile Services** | | | |
| 1041 | Pagers | Monthly per Pager | Pass through |
| 1117 | Cellular Phone Service, separately billed | Per Plan | Pass through |
| **Network Services** | | | |
| 1020 | Remote Access (Citrix) | Monthly per Named User | $9.43 |
| 1112 | Data Circuits – Off Network | Monthly per Circuit | Pass through |
| 1126 | TSO/DSO and OCRs | Per Job | Pass through |
| 1141 | WAN Management Services | Monthly per Circuit | $128.10 |
| 1155 | Network Access Services | Monthly per Device/Module | $125.44 |
| 1187 | Data Circuits – On Network | Monthly per Circuit | Pass through |
| **Telecommunications** | | | |
| 1031 | ACD - Monthly Enhanced Perimeter Agent | Monthly per Agent | $32.99 |
| 1035 | Directory Assistance | Per Call | Pass through |
| 1037 | Contracted Long Distance – Switched | Per Minute | Pass through |
| 1038 | 800 # Services – Switched | Per Minute | Pass through |
| 1039 | 800 # Services – Dedicated | Per Minute | Pass through |
| 1040 | Calling Card | Per Minute | Pass through |
| 1043 | Telephone - Centrex | Monthly per Phone | $12.12 |
| 1044 | Telephone - Remote | Per Vendor Contract | Pass through |
| 1107 | Contracted Long Distance – Dedicated | Per Minute | Pass through |
| 1108 | Non-Contracted Long Distance | Per Minute | Pass through |
| 1161 | Contact Center | Monthly per Agent | $166.45 |
| 1162 | IP Phone | Monthly per Phone | $10.13 |
| 1176 | UCCx Call Center | Monthly per Agent | $100.64 |
| 1183 | Interactive Intelligence (ININ) Support | Monthly per Basic Station | $7.70 |
| 1186 | SOI VaaS | Per Vendor Contract | Pass through |
| 1188 | Telecom Management Services | Monthly per Unit | $3.37 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**Mobile Services**

**1041 - Pagers:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1117 - Cellular Phone Service:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**Network Services**

**1020 - Remote Access (Citrix):** Application for remote connectivity for users who are authorized to use applications on the state private network. Citrix can be used with either a dialup or high speed Internet connection. Customers who have published applications in the Citrix environment are responsible for licensing their published applications. End users are responsible for ensuring they are using IOT approved ICA client versions.

**1112 - Data Circuits - Off Network:** Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.

**1141 - WAN Management Services:** Provides management and infrastructure in support of the State network. Customer is responsible for a contact for the Landlord so carrier facilities into the off-campus office can be validated if copper facilities are being used. If fiber services are required, a contact for the Landlord is required so a Right of Entry form can be signed between the carrier and lease holder. Fiber facilities must be accessible from the building or within a reasonable distance to the building or office where needed. If not, then construction charges will apply and the agency must approve the onetime cost before an order can proceed.

**1155 - Network Access Services:** Monthly cost/device and/or module for network connectivity. The service includes access via wireless access point and remote access via Client VPN. 1-30 seats maximum. Determine network requirements and plan for new or changing network implementations. Design the network according to requirements and based on IOT policies and practices. Procure all necessary network components within the scope of IOT's standard offerings. Install and test the network. Monitor, manage, optimize and maintain the network.

>   **Customer Responsibilities:**
>   * VPN – a computer with Internet access and the approved IOT VPN client installed, and a domain account properly credentialed to allow access through VPN.
>   * Wired network – computer with a physical network interface card.
>   * Wireless network – computer with a wireless NIC. Secure wireless requires a domain account.

**1187 - Data Circuits – On Network:** IOT holds contracts with various carriers to provide the proper solution for each off-campus office. Based on the off-campus office size and projected volumes, a solution will be recommended. The contracted rate is then passed through IOT billing to each agency.


**Telecommunication Services**

**1031 - ACD Services:** Used to automatically distribute, track and report incoming calls. Rate includes ACD service. Centrex line, phone and auto-attendant are billed separately. Customer is responsible for purchase of 1043 Centrex, desk phone and headset (if required) for each agent.

**1035 - Directory Assistance:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1037 - Contracted Long Distance - Switched:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1038 - 800 # Services – Switched:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1039 - 800 # Services – Dedicated:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1040 - Calling Card:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1043 - Telephone - Centrex:** Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service. Rate includes Centrex line only. Customer is responsible for purchase of desk phone, headset (if required) and cable.

**1044 - Telephone - Remote:** This service covers all remote telephony communication lines and circuits for phone system service (e.g. analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186. Customer is responsible for purchase of PBX or KTS phone system, PRI (or phone lines), desk phones, cable, professional installation services and T&M support (plus travel).

**1107 - Contracted Long Distance – Dedicated:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1108 - Non-contracted Long Distance:** Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

**1126 - TSO/DSO/OCR: T**elecom and **D**ata **S**ervice **O**rders, and **O**ff-**C**ampus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT.

**1161 - Contact Center:** This service is being phased out and is being replaced with Interactive Intelligence (#1183). Rate includes call center servers, application software, and maintenance. Customer is responsible for purchase of IP Phone, IP phone license, headset (if required), Agent Software License, and professional services for call center call flow development; IP voice infrastructure is a requirement before this service can be implemented.

**1162 - IP Phone:** A premised based VoIP service. This will be replaced with SoI VaaS (#1186). No "new" units provided. Rate includes IP system servers, application software, and maintenance. Customer is responsible for purchase of Cat 5e Cabling (if required), IP desk phone, headset (if required), and IP phone license. PoE Switches and available bandwidth; IP voice infrastructure is a requirement before this service can be implemented.

**1176 - UCCx Call Center:** A basic call center service. This service is built using the Cisco Unified Communications Call Center Express solution. This service is being phased out. Once all call centers are migrated to our Interactive Intelligence Call Center Solution support will be billed via service #1183. Rate includes call center servers, application software, and maintenance. Customer is responsible for purchase of IP Phone, IP phone license, headset (if required), Agent Software License, and professional services for call center call flow development; IP voice infrastructure is a requirement before this service can be implemented.

**1183 - ININ Support:** Interactive Intelligence tier 1 and 2 support services provided by IOT. Service support is priced per agent and assumes the use of IP phones (these may be priced separately). The price does not include scripting and programming necessary to establish call flows. Project work and reporting are quoted on an as-needed basis. This service established an Interactive Intelligence Call Center (ININ) support team to manage and assist agencies with ININ support needs. Customer must own Interactive Intelligence Call Center application. Customer is responsible for purchase of all Interactive Intelligence application licenses (call center, recorder, tracker, etc.), all servers, (call center application, IP voice, database, etc.), IP desk phone, headset (if required), IP phone license, Agent Software License, professional development fees, support fees, and all annual license and support renewal fees; IP voice infrastructure is a requirement before this service can be implemented.

**1186 - SoI VaaS: S**tate **o**f **I**ndiana **V**oice **a**s **a S**ervice provides IP Telephony services. Customer has the option of a softphone or desk phone with the service. Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. Rate includes service, IP desk phone and chat client. Upgrades are available at an additional cost; see IOT for options and rates. Customer is responsible for service cost.

**1188 - Telecom Management Services:** Provides support for all telephony servicess.

| **Impact/Priority** | **Impact** – <u>High</u>, Medium, Low | **Priority –** <u>High</u>, Medium, Low |
|---|---|---|

**Metrics**

**Telecommunications**
Resolution of tickets within 16 IOT business hours          90%+ G; 87%+ Y; <87% R

**Unified Communications**
Resolution of tickets within 16 IOT business hours          90%+ G; 87%+ Y; <87% R

**Wide Area Network**
Resolution of tickets within 40 IOT business hours          90%+ G; 87%+ Y; <87% R

**Data Network**
Resolution of tickets within 40 IOT business hours          90%+ G; 87%+ Y; <87% R

**Network Availability**
CAN Availability (Campus Area)          99.9%+ G; 97.9%+ Y; <97.9% R
WAN Availability (Remote Sites)          98.9%+ G; 96.9%+ Y; <96.9% R
Switch Availability          99.9%+ G; 97.9%+ Y; <97.9% R

**Measurement**

**Mobile:**          298 vFire tickets with an SLA resolved in 2015.  93% within SLA.
**Network:**          5,426 vFire tickets with an SLA resolved in 2015.  94% within SLA.
**Tele:**          12,643 vFire tickets with an SLA resolved in 2015.  90% within SLA.
Over 4,000 network nodes with 11,500 interfaces in management
Actively measure: 148 CAN Devices, 570 WAN Devices, 474 Switches
1,032 Data circuits
7000 IP Phones, 6500 Call Center Agents
13,000 Apple 4 and newer cell phones, fluctuates ~100 / month.
1120/23  30 Citrix Servers
8,000 Citrix users

**Reports**          IOT SLA Report, Telco Utilization Report, Call Detail Report, Call Center Reports, Billing Reports

**Dependencies**          All communications services are interdependent with one another

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| DCS | Tony Bender, Kenlie Capps | DHS | Chuck Emsweller, Pam Chadsey |
| FSSA | Ted Williams, Amy DeYoung | ISDH | Joe McIntosh |
| IOT | Bob Clark | ISP | Gerry Van Fossan |
| DOC | Pam Schubert | DOR | Pat Moore |
| DWD | Darrell Smith | BMV | Susie Skillman |
| ATC | Brent McKinney | DNR | Tim Marcum |

# Database Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1049 | Database Maintenance Services | Hourly | $63.69 |
| 1114 | Database Hosting | Monthly per Database | $44.25 |
| 1114a | Database Size Overage (1 GB+) | Monthly per GB over 1 GB | $1.37 |
| 1114b | Exadata Hosting | Monthly per Database | $1,018.22 |

**General**

**Management:** IOT has a team of system DBA's that manage the infrastructure for all databases (creation, backups, maintenance, patching, upgrades, migrations, decommission, monitoring etc.) including 24/7x365 on-call DBA's. Agencies with their own DBA's are typically responsible for all application related items (performance issues, schema changes, data manipulation, etc.).  Agencies in need of assistance with application related items may also engage our system DBA's for help (see **1049 - Database Maintenance**).

**Security:** IOT adopts a "least privilege" stance when it comes to security access, and where possible utilizes Active Directory or LDAP for authentication.  In Shared environments this means "system admin" access is never granted unless on a temporary controlled basis and requires explicit review/approval of the Database Services Manager.  In dedicated environments "system admin" may be granted on a temporary (or permanent) basis and also requires review/approval.  Additionally, use of the database "administrator" account(s) is restricted to the system DBA's and should not be used by any other persons or processes.

**Exceptions:** IOT has implemented its default processes and policies to follow industry best-practices, with data availability & safety at the forefront.  In situations that require deviation from the norm, IOT management will work with Agency management to find a resolution.

**Note:** Agencies requesting the Oracle High-Availability/Load Balancing RAC technology for services 1114 and 1114b will be charged the standard monthly rate for those services, times the number of instances used.

**Description**

**1049 - Database Maintenance:** Provides a DBA consultant who is charged for application trouble shooting, restoring databases to Dev or Test locations for troubleshooting activities, creation of SSIS or scripts and creating or troubleshooting custom agency jobs. Troubleshooting custom agency jobs are some of the services that could incur consulting at the designated hourly rate.

**1114 - Database Hosting:** IOT customers may elect either Dedicated or Shared database hosting services. The IOT Database Hosting fee and Database Size Allocation fee are the same.  Dedicated means the servers, operating systems, and database - licensing and maintenance of such items must be provided by the agency. Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.  Oracle Business Intelligence Enterprise Edition (OBIEE) hosting is included.

Rates include all costs associated with supporting the customer's databases. These include: support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution. Rate is based on the number of databases supported. Certain Oracle database schemas require additional configuration and multiple charges may apply. Discuss this with the Service Manager.

**1114a - Database Size Overage:** Fee based upon the size of the database.  These are in addition to the Database Hosting fees. The larger the actual database, the more services are required to support it. This fee will be measured per GB and will be charged at the "Database Size Overage" rate listed. Databases less than 1 GB will not be charged this fee.

**1114b - Exadata Hosting:** Premium RAC environment in a shared configuration

| **Cust Resp** | A [computer](#) with network access, Database Management Software. |
|---|---|

**Impact/Priority**  **Impact** – <u>High</u>, Medium, Low        **Priority –** <u>High</u>, Medium, Low

**Metrics**  Resolution of tickets within 32 IOT business hours    90%+ G; 87%+ Y; <87% R
SQL & Oracle Server Availability    99.9%+ G; 96.9%+ Y; <96.9% R

**Measurement**  3,160 vFire tickets with an SLA resolved in 2015. 95% within SLA.
   441 Oracle databases with 5% growth in 2015
3,315 SQL databases with 3% growth in 2015

**Reports**  Monthly IOT SLA Report

**Dependencies**  [SAN Storage](#), [Disaster Recovery](#), [Hosting Services](#)

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| ISDH | Chris Mickens | DOR | Feliz Cuhadar |
| BMV | Carl Bentley | DOR | Mike Fouch |

# Desktop Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1001 | Seat - Networked | Monthly per Seat | $69.52 |
| 1001A | PC Refresh Accessories | One-Time, or Monthly per Item | Pass Through |
| 1001U | PC Refresh Upgrades | One-Time, or Monthly per Item | Pass Through |
| 1020 | Legacy App. Access (Citrix) | Monthly per Named User | |
| 1136 | Seat - Non-Networked | Monthly per Seat | $35.00 |
| 1157 | Seat - Non-Networked Plus | Monthly per Seat | $15.00 |
| 1178 | Adobe Acrobat Professional Subscription | Monthly per Machine | $5.00 |
| 1178C | Adobe CC Enterprise (Team) | Monthly per User | $66 |
| 1178D | Adobe InDesign CC | Monthly per User | $20 |
| 1178I | Adobe Illustrator | Monthly per User | $15 |
| 1178P | Adobe Photoshop | Monthly per User | $20 |
| 1178PP | Adobe Premier Pro | Monthly per User | $20 |
| 1178S | Adobe Stock | Monthly per User | $5 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1001 - SEAT - Networked:** All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services. Includes RightFax and PC Refresh, a new standard desktop computer on a schedule (approx 4 years) defined by IOT.

**1136 - SEAT - Non-Networked:** Provides the same as service #1001 above excluding:
- Desktop                                    (no desktop provided)
- Connection to the state network            (no connection to the state network provided)
- PC Refresh                                 (no PC replacement every four years)

**1157 - SEAT - Non-Networked Plus:** Additional charge to service #1136 to cover PC Refresh.

**1020 - Legacy Application Access (Citrix):** Application for legacy application access for users who need to use older applications that cannot be supported on their desktop. (See Communications Services for rate)

**1178 - Adobe Acrobat (and other Adobe products)**
The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional Product. Taking advantage of this subscription allows agencies to access the latest versions of Acrobat as soon as they are released at no additional costs. The subscription also allows access to 24/7 Adobe Enterprise support, 30-minute response time SLAs for Priority 1 issues and free online videos and learning content.

IOT also manages the purchase of all software for the state desktop environment and the management of all software licenses. The management of the software purchasing and licensing process allows IOT to verify that agencies are in compliance with what licenses are owned and what is actually installed across the entire desktop environment.

**Application Support Services** (for applications not included in Seat-Networked)
Application support service is for customers that have a "SEAT-Networked" charge and desire additional application software. These items are all **pass-through costs**. IOT Customer Service requires "proof of ownership" before loading the application on the PC. Current application software services available include:

| | | |
|---|---|---|
| Microsoft Project | Microsoft Visio | MSDN |
| Microsoft Project Server | MS Visual Studio | |

**Cust Resp**        With PC Refresh; keyboard and mouse are included, monitors are not, and Laptops cost extra.

**Impact/Priority**      **Impact** – High, Medium, Low        **Priority –** High, Medium, Low

| **Metrics** | Resolution of SEAT tickets within 40 IOT business hours | 90%+ G; 87%+ Y; <87% R |
|---|---|---|
| | Installation Std. Desktop within 5 IOT Business Days | 98%+ G; 95%+ Y' <95% R |
| | Resolution of Adobe tickets within 16 IOT business hours | 90%+ G; 87%+ Y; <87% R |

The purchase of software currently has no SLA's because of the dependency on the vendor to supply a quote and IDOA Procurement to complete the purchase of the license.

**Measurement (SEAT)**
82,225 vFire tickets with an SLA resolved in 2015. 97% within SLA.
20,000 - Desktops, 10,000 - Laptops, not much change annually
~8,000 Refreshed annually

**Measurement (Adobe)**
1,016 vFire tickets with an SLA resolved in 2015. 93.4% within SLA.

| | | |
|---|---|---|
| Adobe Acrobat Pro | 3,363 licenses | 395 avg. annual growth, running at 86 agencies |
| Visio | 577 licenses | 183 avg. annual growth |
| Project | 255 licenses | 80 avg. annual growth |
| Visual Studio | 307 licenses | 90 avg. annual growth |

**Reports**
Agencies can view what software licenses they own through the online software management portal.

**Dependencies**
Hosted Services, Collaboration Services, Storage Services, Network

**Reference Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| ISP | Larry Jenkins | INPRS | Rob Makar |
| IDOA | Joe Starry | DNR | Tim Marcum |

SEAT Services are grouped into seven major categories: customer service, email, file storage, local desktop, network, server and networked printer.

IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to repair or replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed irreparable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with the non-networked printers.

The state's local wireless access affords users wireless access on IGC campus and agency sites via a centrally-managed and secure wireless solution. Customers using a desktop with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The costs of the indoor access point, wireless controller, its management console, redundant authentication servers, support and maintenance of the centrally-located and managed equipment are included in the per access point, monthly SEAT fee. IOT does not support outdoor wireless solutions, site surveys or solution specific hardware.

**Seat-A = Networked    Seat-B = Non-Networked    Seat-C = Non-Networked Plus**

| Customer Service | Seat-A | Seat-B | Seat-C |
|---|---|---|---|
| 5-24 IOT Customer Service support (Mon-Fri) | X | X | X |
| Fully staffed Helpdesk during normal IOT business hours. | X | X | X |
| Very limited (emergency) support outside of regular business hours. | X | X | X |
| Desktops, laptops, servers and networked printers | X | X | X |
| Data network devices – routers, hubs, switches, firewalls, etc | X | | |
| Email and network account creation and management. | X | X | X |

| Email Services | Seat-A | Seat-B | Seat-C |
|---|---|---|---|
| Email configuration setup and access | X | | |
| 400 MB mailbox with managed storage. | X | | |
| 4 GB archive email storage. | X | | |
| All required "resource" accounts such as a conference room. | X | | |
| Daily full backup of all email files/documents | X | | |
| Archival services | X | | |
| Recovery services | X | | |
| Anti-virus software on all Exchange servers | X | | |
| Administration of all Exchange servers and associated storage. | X | | |
| Administration of all public folders and public distribution lists | X | | |
| Webmail sites | X | | |

| File Storage Services | Seat-A | Seat-B | Seat-C |
|---|---|---|---|
| HOME (H:) & project directory configuration setup and access | X | | |
| 500 MB of combined HOME/project managed storage | X | | |
| Daily backup of all HOME/project data | X | | |
| Automatic archival of unmodified files 6 months and older | X | | |
| Data recovery services | X | | |

| Desktop Services | Seat-A | Seat-B | Seat-C |
|---|---|---|---|
| Hardware support (break/fix desktops and laptops) | X | X | X |
| Hardware maintenance and repair | X | X | X |
| Warranty tracking | X | X | X |
| Sanitizing data from desktops to be surplused or released from service | X | X | X |
| Operating System (OS) support | X | | |
| OS installation | X | X | X |
| OS patch management | X | | |
| Service packs management | X | | |
| Application software support | X | | |
| IOT "supported software" installations and updates/patch management | X | | |
| Provide icons on the desktop for Business Application Software | X | | |
| Anti-virus software provided (McAfee) | X | X | X |
| Remote control software provided to assist Customer Support with issues. | X | | |
| PC Refresh every 4+ years | X | | X |

| Network Services | | Seat-A | Seat-B | Seat-C |
|---|---|:---:|:---:|:---:|
| | **Existing Network Systems – Local Area Network:** | | | |
| | Network cable (copper/fiber) diagnose and repair. | X | | |
| | Wired and wireless connectivity to the network (limitations). | X | | |
| | Replacement/Repair for failed network hardware and devices. | X | | |
| | Cable/fiber plant upgrades (at agency's expense). | X | | |
| | **New Network Systems – Local Area Network Design & Implementation:** | | | |
| | LAN Design for new, enhanced or future network needs. | X | | |
| | Data network design consulting services. | X | | |
| | Configuration and installation of newly defined LAN switching hardware solutions (limitations) | X | | |
| | **Network Management:** | | | |
| Services | Management of existing IP enabled/manageable networking devices. | X | X | X |
| | Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT. | X | | |
| | Network monitoring and reporting upon request and availability. | X | | |
| | **Network Security:** | | | |
| | Secure access to the internal state network. | X | | |
| | Limited to capabilities of networking hardware devices in use at that location. | X | | |
| | Intrusion prevention at the campus core and edge. | X | | |
| | **Network Administration Services:** | | | |
| | Active Directory (AD) management. | X | X | X |
| | Dynamic Host Configuration Protocol (DHCP) management. | X | X | X |
| | Windows Internet Naming Service (WINS) management (name resolution). | X | X | X |
| | Domain Name System (DNS) management. | X | X | X |
| **Server (Agency location) Services** | | **Seat-A** | **Seat-B** | **Seat-C** |
| Service | Distributed servers that provide some "centralized services" for off-campus offices, typically functioning as file servers and print servers. In some instances, they perform administrative functions and push scripted tasks. There are limitations on situations in which these servers will be installed/supported. | X | | |
| **Printer Services (Networked only)** | | **Seat-A** | **Seat-B** | **Seat-C** |
| | Hardware (break/fix) support. | X | | |
| | Customer is responsible for all consumables (paper, ink cartridges, toner, etc.). | X | | |
| | Network connectivity. | X | | |
| | Printer/queue setup and access. | X | | |
| | Print server administration, if part of supported domain. | X | | |
| Services | Management software to control printing to maximize cost effectiveness. | X | | |
| | Warranty tracking. | X | | |
| | Printer mgt., operations, performance monitoring, where technically feasible. | X | | |
| | Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections. | X | | |
| | IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable. | X | | |

# Hosting Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1050 | Physical Server Hosting & Management | Monthly per Server | $165.91 |
| 1052 | Virtual  Server Hosting Base VM | Monthly per Server | $66.17 |
| 1052a | Virtual Server extra CPU | Monthly per Additional CPU | $10.95 |
| 1052b | Virtual Server extra GB RAM | Monthly per 1 GB of RAM | $6.27 |
|  | Server  for Physical  Server Hosting | One Time | QPA |
| 1137p | Disaster Recovery (DR) - Physical Server | Monthly per Server | $71.89 |
| 1137v | Disaster Recovery (DR) - Virtual Server | Monthly per Server | $47.93 |
| 1191 | Oracle Application Hosting | Monthly per Site | $471.22 |
| 1192 | IIS Web Hosting | Monthly per Site | $59.53 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1050 - Physical Server Hosting and Management:** Hosting and management of Physical Server hardware both in the IOT Data Center and at off-campus offices. Hosting of dedicated agency servers in off-campus locations is at the discretion of IOT. It is the agency's responsibility to provide the server class hardware and OS license purchase, with the hardware and OS based on IOT recommendations. Customer is responsible for purchasing the server and licenses for OS and applications.  IOT hosts and supports the server in the IOT Data Center.

Data Center Servers are all located in the IOT Data Center. All Data Center environmental systems are maintained by IOT.

Agency application servers (customer owned and housed) are servers that provide some "centralized services" at off-campus offices. They must be connected to the state network. Management services provided by IOT are described below, based on agency location and requirements.  All environmental-support systems (HVAC, physical security, etc.) are maintained by the agency.

Services for 1050 Physical Server Hosting in the IOT Data Center include:
- Hardware, OS and application software setup, installation and configuration
- Tracking of warranty and non-warranty status
- Performance tuning and monitoring (MS SCOM)
- Network connectivity (1gb and 10gb Cisco)
- Data and OS backups (Net Backup)
- Patch management (WSUS)
- Software upgrades
- Service pack installations
- Enterprise Anti Virus (McAfee VSE)
- SSRS (SQL Server Reporting Services)
- Hardware Load balancing (Citrix NetScaler)

**1052 - Virtual Server Hosting:** Virtual machines (VM) that reflect the varying configurations requested by customers. The base configuration includes 1 CPU, 1 GB RAM and up to 100 GB disk space.

**1052a - CPU:** For each CPU added to a VM.

**1052b - RAM:** For each GB of RAM added to a VM.

**Note:** See Appendix A for details on file retention and recovery.

**1137p - DR Physical:** Applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the IOT Data Center. The fee is applicable to servers of systems categorized in the IOT DR plan as Critical (6 hours Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington.

**1137v - DR Virtual:** Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in IOT Data Center. The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical (6 hours Recover Time Objective-Downtime). This fee

recovers those costs incurred by IOT for the space and infrastructure in Bloomington. Additional Virtual Server Hosting & storage fees may apply if virtual server replicated to Bloomington.

**1191 - Oracle Application Services:** Provides agencies with an Oracle Application Server (OAS) which offers an robust, highly available, secure and scalable application platform for development, integration and deployment of enterprise applications, portals and websites.   IOT administers the OAS infrastructure and agencies are responsible for storage costs affiliated with their application.

**1192 - IIS Web Hosting:** This offering provides a space for .NET and IIS (Internet Information Services) web hosting in a site-redundant highly available platform.   SSL certificates and extranet web hosting are provided as part of the offering.   In addition to the production web site, a development and a quality assurance site will be provided for development and testing activities.   .NET versions 2.0 and higher are supported, but applications may be reviewed to ensure they are compliant with a hosting environment.

**Note:**
**Colocation –** In general IOT does not support the pure "collocation" of servers in the IOT Data Center.  This refers to simply providing floor space for a server, and no additional support.

| | |
|---|---|
| **Cust Resp** | A computer with network access, Mailbox, Oracle WCC document service. |
| **Impact/Priority** | **Impact** – <u>High</u>, Medium, Low          **Priority –** <u>High</u>, Medium, Low |

**Metrics**

| | |
|---|---|
| Resolution of tickets within 40 IOT business hours | 90%+ G; 87%+ Y; <87% R |
| Overall Avg. Windows/Linux/AIX Server Availability | 99.9%+ G; 96.9%+ Y; <96.9% R |
| CRM Server Availability | 99.9%+ G; 96.9%+ Y; <96.9% R |
| SP Server Availability | 99.9%+ G; 96.9%+ Y; <96.9% R |
| Web Server Availability | 99.9%+ G; 96.9%+ Y; <96.9% R |
| Citrix Server Availability | 99.9%+ G; 96.9%+ Y; <96.9% R |

**Measurement**     8,569 vFire tickets with an SLA resolved in 2015. 82% within SLA.
　　　　　　　　　#1150    1,400 Physical Servers, decreasing 11% annually
　　　　　　　　　#1152    2,500 Virtual Servers, increasing 33% annually

**Reports**          Monthly IOT SLA Report

**Dependencies**     Storage Services

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| IOT (Physical Server) | James Bonnett | IOT (Virtual Server) | Mitch Baker |
| INDOT | Joel Bump | DOR | Tom Lorek |
| FSSA | Jared Linder | DCS | Tony Bender |

# IN.Gov Services

**Service provided by this third-party include the following elements:**

- Website Design & Development
- Application Development
- Creative & Branding Services
- Mapping & Location Services
- Online, Over-the-Counter, and Mobile Payment Processing
- Customer Invoicing Solutions

- Interactive Voice Response Solutions
- Domain Registration
- Third-Party Application Hosting
- Third-Party Server Hosting
- Third-Party Website Add-Ons

**Note**: For a complete listing of IN.Gov services and rates please visit http://www.in.gov/inwp/2619.htm

**Options/Rates**

| Option ID | Option Description | Unit | Rate |
|-----------|-------------------|------|------|
| 1131 | See IN.Gov website for full details and pricing | | |

## Description

**Website Design & Development**: A full lifecycle service that includes website design, prototyping, development, quality assurance, user acceptance testing and deployment. All leveraging tools provided through IN.gov. Both standard IN.gov design, and custom websites/templates with the proper approval can be provided.

**Creative & Branding Services**: Our highly experienced team of creative service staff can provide website and graphic design; user interface design; print design; digital animations and videos; 360 degree video production; and more.

**Application Development**: These projects are typically $250,000 and nine-month or longer. IOT's Application Development Services are typically used for smaller engagements.  Leveraging the latest development technologies and practices, and having developed more than 200 online applications for the State of Indiana, the application development team can assist any agency with modernizing or improving a process through digital means. The full lifecycle service includes project management, business analysis, user interface design & development, backend/service design & development, quality assurance testing, security testing, load testing, user acceptance testing and deployment. While almost any process can be digitized and streamlined through our services, some examples include: eFiling, online payments, mobile inspection software, event registration, online ticket sales, online training solutions and more.

**Mapping & Location-Based Online Services**: Utilizing robust and user-friendly online mapping and geolocation solutions, the IN.gov Program can build online applications for location-based searches and services. These systems can integrate with existing databases and dynamically geocode addresses to make location searching a reality for your agency. Development services will be provided at $110/hr; however, ancillary mapping fees could apply depending on the size of the engagement.

**Online, Over-the-Counter and Mobile Payment Processing**: Either through custom applications developed by IN.gov, or third-party applications via IN.gov's payment module, agencies can quickly and easily accept online, over-the-counter, or mobile payments from their constituency conveniently and securely.

**Customer Invoicing Solutions**: There is an alternative to customers paying for goods or services immediately through a credit card or echeck. IN.gov's customer management system allows agencies to provide services to regularly returning customers of IN.gov qualifying applications, who will then be billed monthly for activity performed. Many services available through IN.gov offer this service today, and those customers who have already set up an account are able to leverage their existing credentials and billing profiles.

**Interactive Voice Response (IVR) Solutions**: An IVR solution allows customers to dial a phone number and receive automated assistance via voice or key tone responses. From providing a number for customers to determine status of a filing or transaction, to allowing them to pay a statutory fee over the phone, IN.gov's custom IVR solutions provide yet another convenience to the constituent while reducing calls or walk-ins to an agency. See IVR Services for IOT provided IVR services.

**Domain Registration**: For those agencies looking to purchase a vanity URL (.com, .org, .net, etc.), IN.gov simplifies this process and works to obtain competitive pricing from the domain registrars. This service is provided at-cost, with no additional costs for the time to setup necessary paperwork, obtain the domain and direct it to the website of choice.

**Third-Party Application Hosting**: Allows an agency that has purchased a third-party product, for use externally by constituents, to host the solution in a co-lo environment. Databases are owned and housed by IOT.

**Third-Party Server Hosting**: Provides another alternative in the event an agency must provide a hosting environment for third-party hardware. Additionally, IN.gov can provide dedicated Virtual Machines to host third-party software for use externally by constituents. These costs vary based on server, storage, and network requirements. Databases are owned and housed by IOT.

**Third-Party Website Add-Ons**: IN.gov offers several third-party add-on services, most at no cost, for use on both standard IN.gov websites and custom. These services include: web content hosting & management; GovDelivery email and SMS marketing; screen reader technology; website analytics; website audit services (broken link, misspelling and accessibility); frequently asked questions; site search; and a press release & event system. IN.gov continues to add to the list of services. This list is subject to change.

**Other Services as Requested**: The IN.gov team provides numerous services; however, we are always up for a challenge to provide the next innovative service to the State of Indiana. If you have an idea or need, please visit http://www.in.gov/inwp/2457.htm and submit your request to the team. Our highly experienced team will contact you to discuss your needs and brainstorm the most efficient and cost-effective ways to accomplish your goal.

| | |
|---|---|
| **Cust Resp** | A computer with network access. |
| **Impact/Priority** | **Impact** – High, Medium, Low     **Priority –** High, Medium, Low |
| **Metrics** | website |
| **Measurement** | 7,716 vFire tickets with an SLA resolved in 2015. 98% within SLA. |
| **Reports** | website |
| **Dependencies** | Web Application Service requires Database Services |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| State Courts | Robert Rath | FSSA | Andrew VanZee |
| Lobby Reg Comm | Amy Nicholson | IN.Gov | Andrew Hoff |

# Mainframe Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1066 | Scheduled Batch & DCOM Batch Jobs | Per job executed | $0.2311 |
| 1092 | Disk MB Allocated | Daily | $0.0004 |
| 1094 | Tape Access | Per Mount | $0.2900 |
| 5000 | Mainframe Transactions | Per CPU Second | $0.0122 |
| | Includes: Batch, CICS, DCOM Batch, DCOM CICI, DB2, IDMS, IMS and TSO Transactions | | |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1066 - Jobs:** Batch job processing and scheduling services.

**1092 - Disk:** Mainframe disk storage measured in megabytes allocated per day.

Mainframe retention policy is determined by the agency. The application data is created by Data set names and that is where the retention is defined.

Recovery is dependent on the data and is done by the agency. In some cases IOT may have to assist agencies depending on the type of data, data bases, VSAM, and Flat files

Mainframe TSO data (user data sets) are retained online for 180 days, migrated to tape for 3 years, then deleted.

Recovery for TSO can also be done by the owner of the data.

All data is replicated to the DR site and the retention polices are the same.

**1094 - Tape:** Tape access per tape creation and read.

**5000 - Transactions:** Operational rates for mainframe transactions, which are measured in CPU seconds.

| | |
|---|---|
| **Cust Resp** | A computer with network access, Blue Zone emulator software. |
| **Impact/Priority** | **Impact** – High, Medium, Low      **Priority** – High, Medium, Low |
| **Metrics** | Mainframe Availability 24/7 – IBM, IMS, DB2          99.9%+ G; 95%+ Y; <95% R |
| **Measurement** | 18,408 vFire tickets with an SLA resolved in 2015. 99.7% within SLA.<br>Mainframe operating system ZOS 2.1<br>IMS - 150M Transactions/mo.; CICS - 5.5M T/mo.; TSO - 4M T/mo.; Batch - 200K T/mo. |
| **Reports** | Monthly IOT SLA Report |
| **Dependencies** | None |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| DOR | Pat Moore | DWD | Gary Foley |
| DOC | Jeannie McFarland | FSSA | Rick Shull |

# Project Success Center

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1182a | Project Manager Senior | Hourly | $110.00 |
| 1182b | Project Manager Standard | Hourly | $90.00 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1182a - PM Senior:** Provides a person qualified to lead high-complexity/high-priority/high-risk* projects for our customers, such as multi-application integrations and State-wide technology fielding.

**1182b - PM Standard:** Provides a person qualified to lead medium/low-complexity/medium/low-priority/medium/low-risk* projects for our customers, such as new application fielding, system/server migrations, and single-Agency technology fielding.

* At the onset of a project, the Project Success Center (PSC) conducts an interview, evaluates the project, and using a tool, calculates a report to determine project complexity, priority and risk.

The PSC provides project management services to promote the successful delivery of quality products or services for the State of Indiana utilizing industry best practices and a structured framework.

The PSC team can provide project management, vendor management, business analysis and process improvement services for agency-specific projects.

To learn more about the standard PSC Framework, including activities and deliverables, please refer to the IOT PSC home page: http://www.in.gov/iot/2633.htm

| | |
|---|---|
| **Cust Resp** | A computer with network access (just to request work and track project progress). |
| **Impact/Priority** | **Impact** – High, Medium, <u>Low</u>     **Priority –** High, <u>Medium</u>, Low |
| **Metrics** | On Time, On Schedule, In Scope (Q4, 2016) |
| **Measurement** | 98 vFire tickets with an SLA resolved in 2015. 72% within SLA. Assisted with 117 projects in 2015; 50+ projects in process |
| **Reports** | Executive Summary, Dashboard (manual) |
| **Dependencies** | Project dependant |

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| DOE | Marti Rector | FSSA | Kris Thornton |
| ISP | Mike White | CHE | Rabia Jermoumi |

# Security Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|-----------|-------------------|------|------|
| 1175 | Baseline Security | Monthly per Server and per Seat | $23.60 |
| 1180 | Confidential Data Systems | Monthly per Server and per Seat | $162.90 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1175 - Baseline:** Applies to all workers, systems and information on the state network. This includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide them. Baseline Security components comprise the minimum security standards applied for the enterprise regardless of data classification

**Features**

- Firewall Management
- Identity and access management
- Email Filtering
- Endpoint Protection (AV)
- Web Filtering
- Network Protections (IDS, monitoring tools)
- Server Protections (AV, hardening, white listing)
- SIEM
- Vulnerability scanning
- DLP
- Patch management
- Asset management
- Web application firewall
- NAC
- Training and awareness
- Policy, Governance, and Compliance

**1180 - Confidential:** Applies to those systems containing confidential data. The service includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide service. Confidential data systems security often uses similar or the same technologies as found in the **Baseline Security** components, but the requirements are more stringent.

**Features**

- System Isolation
- Encryption (in transit, at rest)
- Enhanced account management
- Test environments, tiered design
- Additional Server Protections (hardened, application and network communications white listing)
- Additional web application firewall capabilities and requirements
- Additional layers of Policy, Governance, and Compliance
- Additional auditing requirements

**Cust Resp** The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services. Agencies are expected to migrate their apps to these protections as soon as possible. Coordination of compliance with the varying controls will require attention from the agency as well as IOT teams.

**Impact/Priority**      **Impact** – High, Medium, Low      **Priority –** High, Medium, Low

**Metrics**      Standard IOT Metrics remain the same, protections are increased.

**Measurement**

| | |
|---|---|
| 6,017 | vFire tickets with an SLA resolved in 2015. 93% within SLA |
| 844,201,050 | Total events/month processed (96% from USA, China, Ireland, Canada) |
| 383,252,654 | Web requests blocked/month due to URL |
| 3,248,662 | Cross-site scripting attacks avoided/month |
| 3,109,671 | SQL injection attempts avoided/month |
| 2,521 | Web requests blocked/month due to Virus |
| 1,952 | Emails blocked/month due to malicious content |

**Reports**        Reports are available upon request. A number of measurements are being tracked or plan to be tracked as the rollout of the security tools continues

**Dependencies**    None

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| DOR (Conf) | Tony Chu | FSSA (Conf) | Chad Marcum |
| INDOT (Baseline) | Gregory Dennis | DWD (Baseline) | Joe Skelton |

# Storage Services

**Services Options/Rates**

| Option ID | Option Description | Unit | Rate |
|---|---|---|---|
| 1177a | Shared SAN Storage | Monthly per GB | $1.16 |
| 1177b | Archive Storage | Monthly per GB | $1.16 |
| 1177f | VM Server Additional Storage | Monthly per GB over 100 GB | $1.16 |
| TBD | Consulting/Implementation Services | Hourly | $135 and Up |

**Description**

**1177a - Shared SAN Storage:** Storage requirements above and beyond the disk storage provided with physical server hosting. IOT currently manages 3 PB of shared storage and associated backup systems in support of customers, and consists of performance-balanced tiers of flash, fiber channel and SATA storage. In FY17, IOT will complete the migration of the Shared SAN Storage service to utilize flash storage exclusively.

**1177b - Archive Storage (Centera):** Provides a per Gigabyte offering intended to house archival data for systems using large volumes of data. Included is replication of the archived data to the Disaster Recovery datacenter.

**1177f - VM Server Additional Storage:** Additional virtual server (VM) disk beyond the 100 GB base.

| | |
|---|---|
| **Cust Resp** | A computer with network access, Mailbox, Oracle WCC document service. |
| **Impact/Priority** | **Impact** – High, Medium, Low        **Priority –** High, Medium, Low |

**Metrics**
Resolution of tickets within 40 IOT business hours        90%+ G; 87%+ Y; <87% R
Storage availability        99.9%+ G; 97.9%+ Y; <97.9% R

**Measurement**
7,706    vFire tickets with an SLA resolved in 2015. 93% within SLA
1177a    Shared SAN Storage – 450,000 GB (10% growth / year)
1177b    Archive Storage – 13,000 GB (8% growth / year)
1177f    VM Server Additional Storage – 135,000 GB (4% growth / year)

**Reports**
Monthly IOT SLA Report
Performance – response time (in ms), performance capacity (in IOs per sec)

**Dependencies**    Hosting Services

**Ref Customer Agency/Contact**

| Agency | Contact | Agency | Contact |
|---|---|---|---|
| IOT | James Bonnett | IOT | Mitch Baker |

# Appendix A - File Retention & Recovery

**IOT Email Retention**

Agencies are responsible for managing their electronic mail (email). Like all government records, email is subject to the Freedom of Information Act (FOIA) requests and litigations. Agencies are responsible to adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all question about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can be found here, http://www.in.gov/apps/iara/retention/iara_retention.

Email retention schedules are set by the Indiana Archives and records Administration. Each message must be evaluated for content and purpose to determine the length of time it must be retained according to the proper retention schedule. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official email and identifies how email should be stored. IOT is not responsible for retention of emails; this is the responsibility of agencies.

IOT offers automatic email archiving on messages more than 60 days old. The archive is the responsibility of the employee and does not apply to an agency's email retention policies nor should it be used to adhere to an agency's email retention policies. The email messages do not adhere to any automated policy and will never expire out of the archive. Agencies are responsible to adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all question about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can by found here, http://www.in.gov/apps/iara/retention/iara_retention.

**IOT Email Recovery**

IOT does daily full backups of the email servers and keeps year-end backups of the email servers for seven years. These backups are to be used to protect the email servers from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for email. IOT has put email recovery policies in place to retain deleted items for 30 days after deletion. After the maximum duration of 30 days, the email message may no longer be recoverable.

**IOT Home and Shared Files Retention**

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the Freedom of Information Act (FOIA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

File retention schedules are set by the Indiana Archives and records Administration. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official electronic documents and identifies how email should be stored. IOT is not responsible for retention of electronic documents; this is the responsibility of agencies.

**IOT Home and Shared Files Recovery**

All IOT hosted systems are configured to feature regular backup. These backups are to be used to protect from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for electronic documents. IOT protects Home and File Shares by keeping 30 days of file changes. These Home and File Shares are then backed up every quarter. The quarter backups are kept a year and then are expired. IOT does a year-end backup, and those backups are kept for seven years, and then they are expired.

# Appendix B - IOT Service Managers

Below is a list of the current Service Managers along with their Services. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Service** to go directly to the Service Area where it is described in detail.

| Service Manager | Services |
|---|---|
| Allen, Jeff | 1001, 1001a, 1001d, 1001u, 1136, 1157 |
| Baker, Mitch | 1050, 1052, 1052a, 1052b, 1177a, 1177b, 1177c, 1177d, 1177e, 1177f |
| Baxter, Todd | 1066, 1092, 1094, 5000 |
| Carpenter, Todd | 1049, 1114, 1114a, 1114b |
| Harden, Scarlette | 1121 |
| Hicks, Mike | 1031, 1035, 1037, 1038, 1039, 1040, 1041, 1043, 1044 |
| | 1107, 1108, 1161, 1162, 1169, 1173, 1176, 1183, 1186, 1188 |
| Kan, Elaine | 1014, 1020, 1023, 1025, 1158, 1174, 1190a, 1190, 1191, 1192, 1193 |
| Kelly, Diane | 1182a, 1182b |
| Neuenschwander, Dan | 1126 |
| Reid, Jason | 1178, 1178c, 1178d, 1178p, 1178pp, 1178s |
| Sharp, Charles | 1112, 1141, 1187 |
| Sparks, James | 1153d, 1153o |
| Stahl, Tad | 1137p, 1137v, 1175, 1180 |
| Stipe, John | 1117, 1155 |
| Wilson, Alvin | 1131, 1170, 1170m, 1170s |

# Appendix C - IOT Data Center

Many IOT services are dependent on the data center. Below is a description of the data center and of some of the ways IOT maintains a 99.9% up-time.

The IOT data center covers more than 26,000 square feet and supports servers, storage, network and other peripherals. It is protected with a FM125 fire suppression system, and there are two legs of power running into the room. Additionally, if there is a loss of power, three UPS's and three generators provide quick return to operation. The 24x7-staffed data center is protected by cameras and requires badge access, which is restricted only to Data Center staff. Prior to entering the temperature- and humidity-monitored facility, visitors are required to sign in.

Housed within the IOT data center are two mainframes supporting Indiana State Government, the City of Indianapolis and Ball State University.  More than 4,000 Windows/UNIX/AIX virtual and physical servers support hundreds of applications and 4,000 databases for 28,000 state employees. There is 650,000 GB of online, near-line and archived storage being managed across multiple storage platforms using high-speed networks.

The VMware virtual environment is backed by encrypted all-flash storage arrays, a space-efficient blade center and highly available fabrics along with scripted/automated processes. These solutions allow quick deployment, resizing, protection and migration of virtual machines, virtual networks and virtual storage between clusters and datacenters.

Physical servers maintain the flexibility of multiple storage solutions ranging from flash technology to high density along with encrypted platforms. Additionally, the global site selector allows optional planning for high availability and load balancing between data centers.

The storage networks include flash storage arrays, tiered disk arrays, synchronous data and asynchronous replication between data centers to provide fast storage, dense storage or a combination of both.

The data center network provides full redundancy at the aggregation and access layer utilizing Cisco Nexus virtualization technologies. The network is seamlessly extended to multiple geographic locations via Cisco OTV providing multi-site high availability and clustering services between disparate data centers.